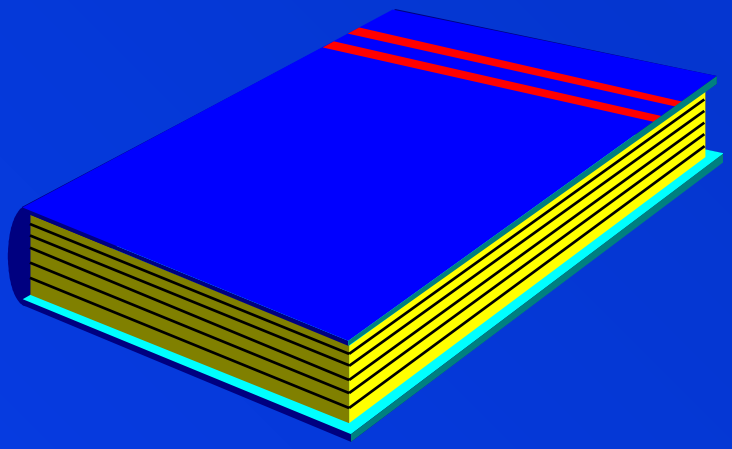
POLICIES AND PROCEDURES DEVELOPMENT

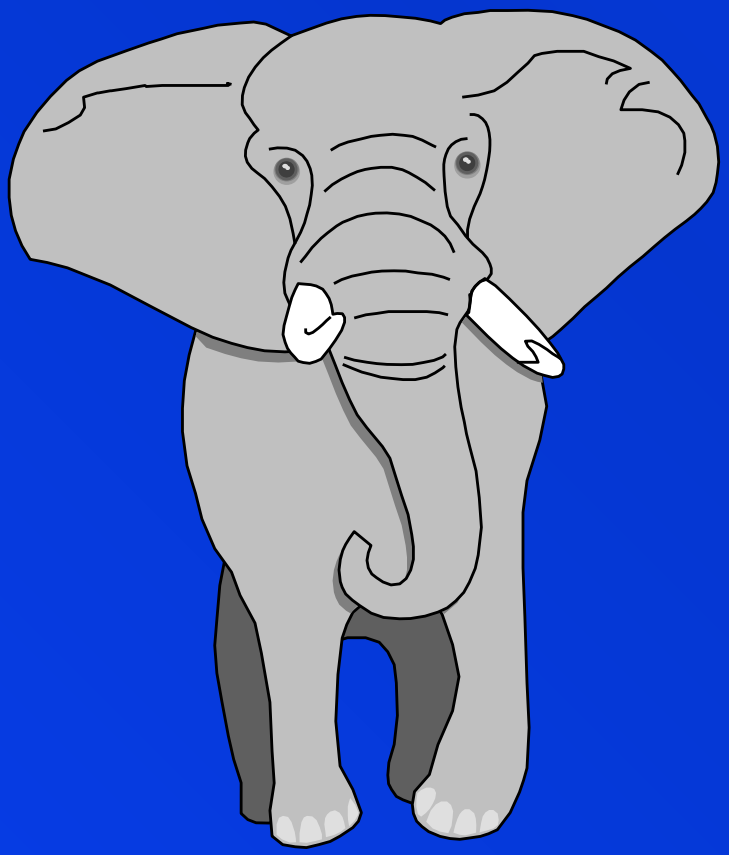


- What you do
- How it gets done
- Who does it
- Why you do it
- Frequency
- Detailed methods
- How it is measured

POLICIES AND PROCEDURES

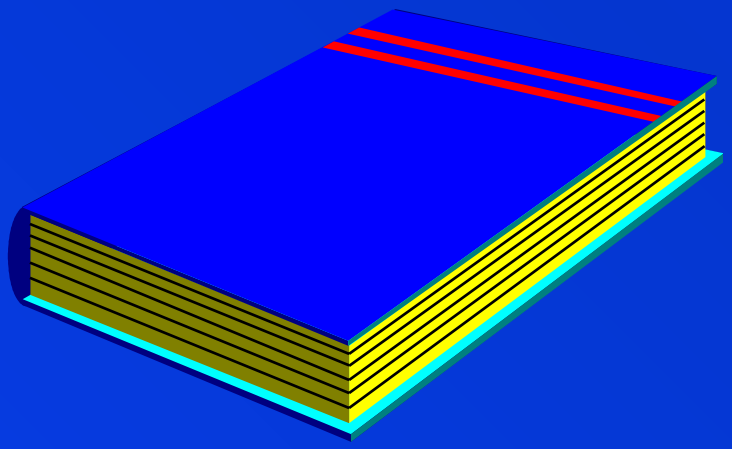
- Describes how your organization operates
- Describe what is to be done, why, and how
- Identifies what is important
- A by product of business activity, not an end result
- Shows others how
- Reminder of expected action
- Archives your smart planning

POLICIES AND PROCEDURES



- Provides institutional memory
- Should always identify reality
- Articulate business practices
- Require annual update

POLICIES AND PROCEDURES

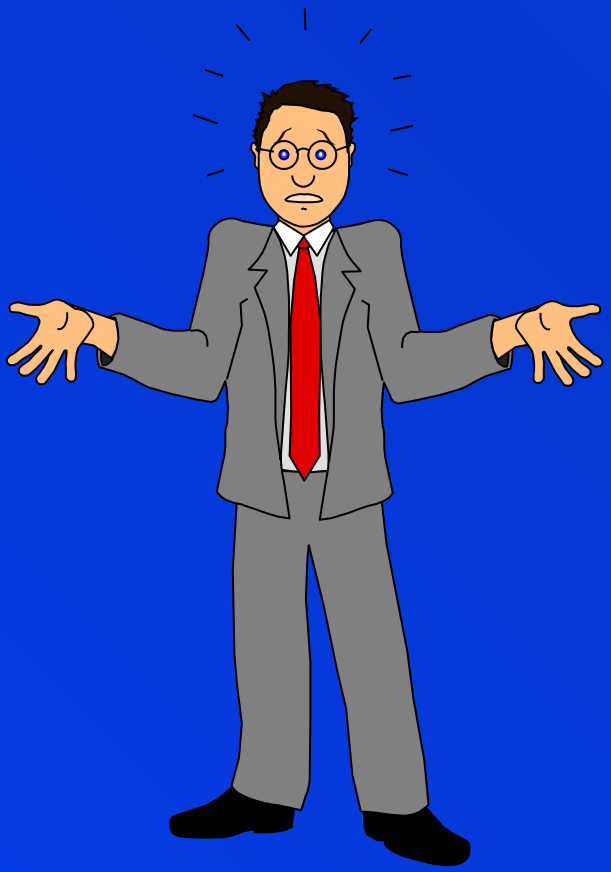


- Necessary to avoid doing it twice
- Grow over time
- Identify
  - Mission
  - Objectives
  - Methods
  - Specific actions
  - Responsibilities

POLICIES AND PROCEDURES

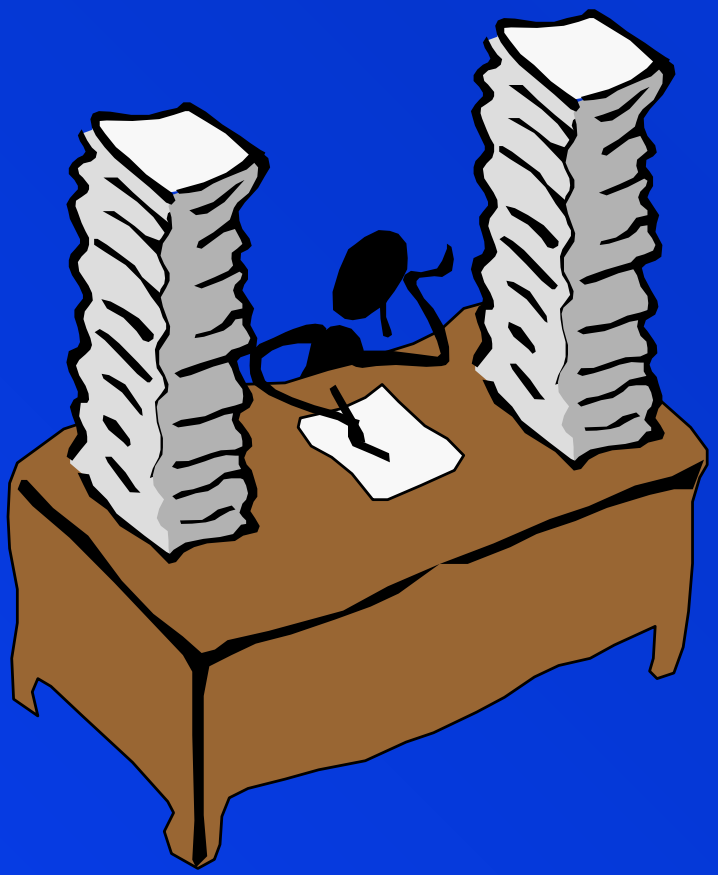
- **Start with a simple description of goals and processes**
- **An excellent training tool for**
  - **Hazmat**
  - **Lockout/tagout**
  - **Emergency power testing**
  - **System maintenance**

POLICIES AND PROCEDURES



- How to start
  - Table of contents
  - List what you have
  - Add what you want
- Expect no immediate perfection
  - P & P will evolve
  - Each iteration will improve on the last
- Have limited copies, number them
  - Designate one master
  - Designate update frequency

POLICIES AND PROCEDURES

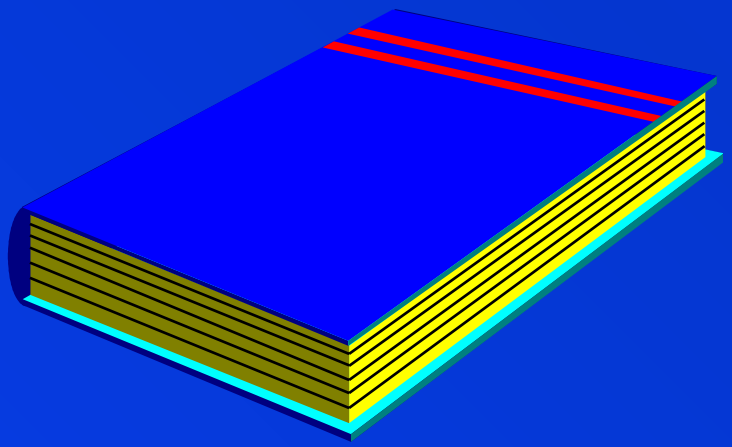


- Control
  - Follow your policies
  - Describe how it really works
  - Modify how it works if necessary
- Access
  - Issue numbered books to specific people/offices
  - Keep the list of who has what

POLICIES AND PROCEDURES

- Approval
  - Have safety committee review, sign P & P
- Education
  - Teach staff about how to use P & P
- Allow no eye wash
  - Either eliminate the policy, or follow it

POLICIES AND PROCEDURES

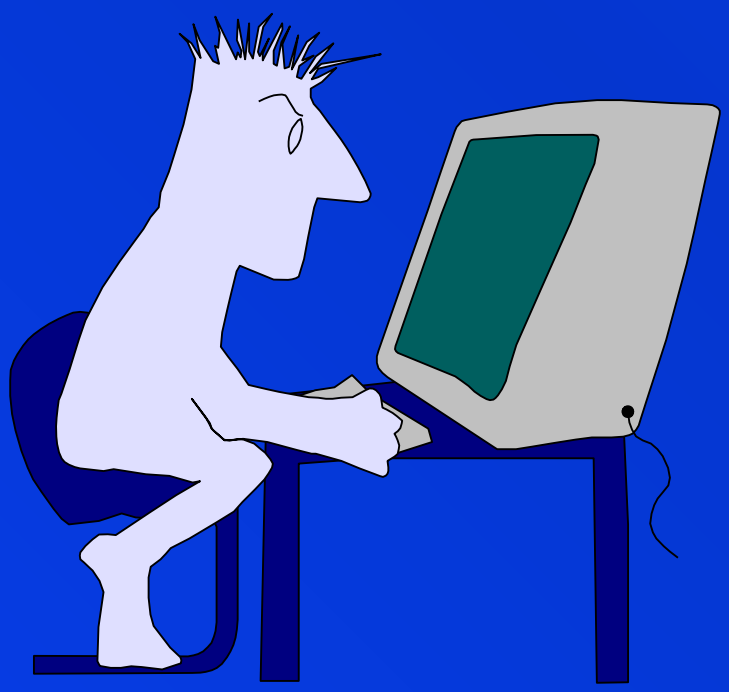


- Articulate your good business practices
- Save time
- Allow focus on new issues, not old ones

ACCREDITATION ENVIRONMENT OF CARE

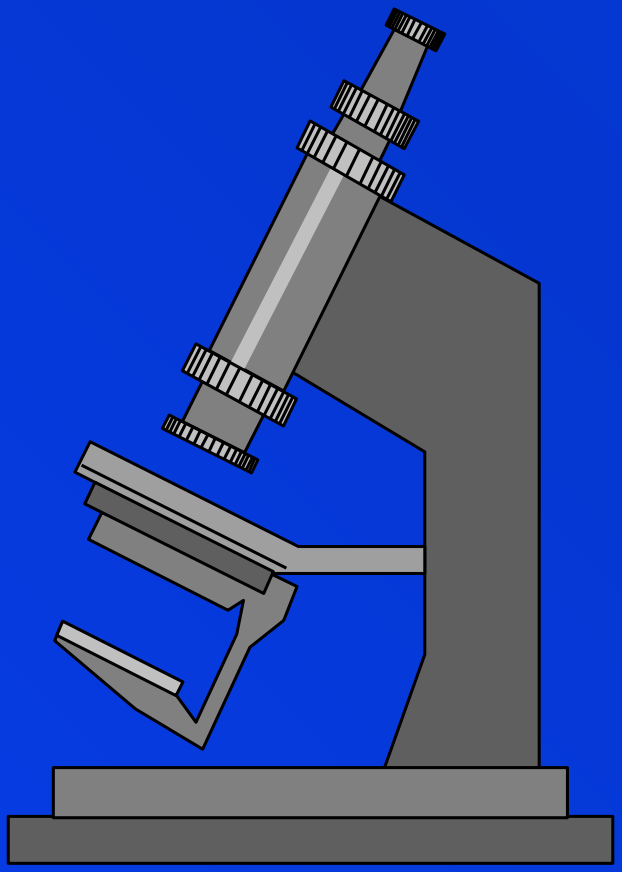
- Seven management plans required
  - Safety
  - Life safety
  - Haz waste mgt.
  - Medical equipment
  - Utilities
  - Security
  - Emergency preparedness

ACCREDITATION ENVIRONMENT OF CARE



- Management plans
  - Essential factors
    - » Responsibility
    - » Education and training
    - » Performance standards and reporting
    - » Goals & objectives
    - » Policies and procedures

DOCUMENTATION



- **Life safety management**
- **Utilities management**